



CITY OF LITTLE ROCK, ARKANSAS

REQUEST FOR PROPOSALS

FOR

FALSE ALARM TRACKING AND BILLING SERVICES

BID #15132

RFP Issue Date:

3/26/15

Responses Due By:

4:00 p.m. on April 16th, 2015

1.0 GENERAL

Introduction

The City of Little Rock, Arkansas ("City") is soliciting responses to this Request for Proposals ("RFP") from qualified firms ("Respondents") for false alarm tracking and billing services. The City is seeking to enter into a revenue sharing contract with a firm that will be responsible for administering the City's false alarm reduction program, which will include database development and management, registration of alarm systems, alarm tracking, billing, collection and accounting services for registration fees and false alarm fees, correspondence with citizens and businesses regarding false alarms, and other services as directed by the City in accordance with City alarm ordinances. Such contract shall be at no cost to the City and shall be with a firm that has no interest whatsoever in the security alarm business.

During the contract period, the selected vendor shall establish a close working relationship with the City and specifically the False Alarm Administrator and provide a proven, tested alarm tracking and billing system that will meet the City's alarm ordinance requirements.

Such firm shall be a single provider and have 100% control of the quality of service provided to the City. The City will be taking into consideration more than its financial benefit in its evaluation process. The City will proceed to determine that the Respondents are qualified and to that end will evaluate and verify the information provided by Respondents. Only Respondents deemed to be qualified will have their pricing proposals opened.

Respondent shall have a minimum of three (3) years' experience in administering false alarm reduction programs, similar to the services requested in this RFP. The experience should be with cities of a similar size as Little Rock.

The Respondent shall demonstrate its capability to provide computer technical support for any initial programming required to transfer all necessary information to Respondent in a timely manner.

The City desires a minimal involvement of City staff time and resources to support the alarm registration and false alarm tracking and fee remittance process.

For technical and security reasons, the awarded firm shall not have direct access to the City's Computer Aided Dispatch (CAD) system. The selected company must be able to accept a simple data feed of this information on a regular basis.

The Respondent shall return the City's data in an agreed-upon format at the end of the contract term, if the contract is not renewed, or upon any earlier termination.

The City's data shall only be stored within the continental United States.

The Respondent shall be PCI-compliant.

2.0 Scope of Services and Minimum Requirements

The overall objective of the City is to obtain the services of a false alarm administrator handling alarm registration, tracking and billing. The Minimum Requirements below describe the City's general expectations and the anticipated work to be performed. The City encourages all Respondents to include in their proposal any services they recommend to achieve these objectives that are not specifically requested herein.

The following services are anticipated to be needed, but the services to be provided are not limited to the following:

- Provide an electronic database to track all security alarm registrations
- Track false alarm responses as provided by the City and alarm registration status (such as active, suspended or revoked) using the database
- Make registration, false alarm and registration status data available for import and export to and from the City and alarm companies in Microsoft Excel format
- Provide the City with electronic lists or reports of new registrations and changes of registration status on an as-needed basis
- Generate and mail false alarm notifications, billings, and registration status change notifications to individuals and businesses
- Ensure that only alarms within the City are being registered
- Provide a toll-free citizen customer support telephone line. Such services shall not be outsourced and shall be conducted by the selected vendor. Customer service personnel must have experience in handling the administration aspects (including tracking and billing) of the program and the service must be able to support any citizens' inquiries about the City's alarm ordinance, registrations, fines, etc.
- Provide continuing education programs for alarm users and alarm companies
- Provide online registration and account status capabilities
- Provide customer support phone numbers for quality assurance testing
- Provide all necessary developing, copying, faxing, postal costs, and all other such related services at the selected Respondent's cost.
- Maintain and retain all books, records, data, and other related and relevant documentation for a minimum of three (3) years after the expiration of any agreement issued as a result of this RFP.
- The Respondent shall obtain a City business license at commencement of contract if it does not already have one.
- The Respondent shall collect and remit to the City one hundred percent (100%) of all collections collected by Respondent. The City will remit to Respondent compensation as provided under contract no later than ten (10) days after receiving a statement for such fees

- Perform all services to stay in compliance with the City's current false alarm ordinance

3.0 Right to Audit

The City may perform inspections and audits of the operations, records, equipment, premises used, procedures and other such matters relating to the accomplishment of the purposes and objectives of this RFP and for the safety, well-being and accommodation of the public. The selected vendor shall make all of its premises, equipment, records, facilities and personnel available upon request for such inspections. The selected vendor shall promptly correct any deficiencies noted by the City.

4.0 Miscellaneous

4.1 Format. The City anticipates sending a data file (in Microsoft Excel format) electronically to the selected vendor. The selected vendor then will take that information and conduct billing based on the information provided.

4.2 Appeals. The vendor shall take all appeal forms and fees and forward them to the City's appeals board coordinator.

4.3 Actions by the City. The City reserves the right, at its sole discretion, to pursue any and all actions it deems in the City's best interest regarding this RFP, including but not limited to:

Issue addenda or amendments to the RFP
Request additional information and/or clarification from Respondents
Withdraw this RFP
Modify and reissue this RFP
Reject any and all proposals, and
Waive minor technicalities.

4.4 The City of Little Rock encourages participation of small, minority, and women's business enterprises in the procurement of goods, services, professional services, and construction, either as a general contractor or sub-contractor. It is further requested that whenever possible, majority contractors who require sub-contractors, seek qualified small, minority, and women's businesses to partner with them.

4.5 **NOTICE: The City of Little Rock selects its board and commission members through a process that utilizes an executive session. Under Arkansas law, this fact deems a volunteer an employee for a limited purpose. The City cannot contract with an employee, and cannot contract with a corporation with an employee in an executive or managerial position who also serves as a volunteer on a City board or commission unless it first passes an ordinance to approve the contract. Is any person involved with this Bid an employee of the City, or**

a volunteer board or commission member who also holds an executive or managerial position with the Respondent? If the answer is “yes,” in your response to this RFP, please identify the person(s) and the nature of the relationship. THIS DOES NOT MEAN that the Respondent is disqualified; but, the apparent successful Respondent will not be selected if the Board of Directors fails to pass an ordinance to authorize the contract, regardless of the amount.

5.0 Term of Contract

The term shall be for one (1) year with the option to renew for two (2) additional one-year terms by mutual agreement. Either party may voluntarily terminate the contract after thirty (30) days by providing written notice to the other of the intent to do so.

The selected Respondent may receive, under a written contract, a commission on revenues collected. The commission agreed to be received by the Respondent shall be a portion of the total revenues collected by the Respondent through the false alarm reduction program.

6.0 Part I: Qualifications information

The Part I Qualifications portion of the response shall be written in sufficient detail to permit the City to conduct a meaningful evaluation of the qualifications of the Respondent and its proposed services. In the event that a Respondent wishes to take exception to any of the terms, conditions or specifications contained herein, such exceptions shall be detailed in the Respondent’s cover letter.

The following information shall be provided in the order given below by the deadline in a separate envelope labeled “Part I - Qualifications for False Alarm Services RFP”.

1. Describe your company and the services it offers. Include the names and principals in the firm and the location of the firm headquarters, including any branch locations.
2. Include the length of time the firm has been in business and the length of time it has been providing security alarm administrative services. Indicated whether security alarm administrative services are your primary service offered.
3. Provide five (5) references, with contact information, of other municipal jurisdictions that are under contract (not including services subcontracted or outsourced) for false alarm reduction services. Such references cannot include the sole use of a software product.
4. Provide a general description of how Respondent will provide the services requested in this RFP.
5. Describe how Respondent will accept electronic transfer of data from the City’s police system.
6. Provide a description of the level of involvement required by the City to support the security alarm administrative process.
7. Describe any past or present lawsuits against Respondent within the last five (5) years.

8. Provide the number of employees that will be assigned to the project accompanied by resumes and experience of the project managers
9. Provide information regarding any web-based database accessible by selected City staff and any reporting capabilities available to City staff.
10. Provide information on the confidentiality and security of the City's data.

7.0 Format for Response

The Part I qualifications response is to be submitted in a separate envelope titled "Part I: Qualifications for False Alarm RFP" in the format below and include the following information:

1. Cover Letter – This page shall include the RFP number, Respondent's name and address, contact person for Respondent, and contact telephone number.
2. Address the Respondent's ability and desire to meet the minimum requirements of Section 5.0 Scope of Services and Minimum Requirements by completing and providing the Part I Minimum Requirements page attached to this RFP.
3. Address the qualifications and requirements, in the order given, in the Section 7.0 Proposal Information.

8.0 Part II of the Response: Cost for Services

This RFP is a two-step process first involving qualifications and then pricing. In a separate envelope labeled "Part II – Pricing for False Alarm Services RFP", the Respondent shall provide pricing details and cost-sharing information. *Respondent shall list what fees are included in its portion of the revenue received. This work shall result in no additional fees to the City.*

Any pricing details or cost-sharing information presented in the Part I envelope with Respondent's qualifications information shall result in the proposal being DISQUALIFIED.

9.0 Submission of RFP; Deadline

One (1) signed original and six (6) copies of the Part I qualifications portion of the response and one (1) original of the Part II pricing bid shall be placed together in a separate package and submitted by the deadline to the following:

Abdoul Kabaou
Purchasing Agent
City of Little Rock
500 West Markham St., Rm. 300
Little Rock, AR 72201

Deadline: Proposals are due no later than 4:00 p.m. Central Daylight Time on April 16th, 2015. No proposals will be accepted after the designated time.

10.0 Proposal Evaluation

The qualifications of each Respondent will be evaluated by a committee appointed by the City Manager, consisting of representatives of the City, with the objective to determine which Respondents are qualified to have their pricing proposal envelopes opened. The Respondent whose proposal provides the overall best value to the City of Little Rock shall then be determined.

Aspects of qualifications shall be evaluated with the following criteria:

- Qualifications in Relation to Project (30%)
- Experience, Competence, and Capacity for Performance (30%)
- Proposed Method of Doing Work (Project Approach and Schedule) (30%)
- Past Performance (10%)

To be qualified, a Respondent shall receive an average score of 90%.

11.0 Questions

Any questions shall be submitted at least five (5) days prior the proposal due date and shall be directed to the attention of Scott Massanelli, Treasury Manager at (501) 371-4532 or via email at smassanelli@littlerock.org or to the City's Purchasing Agent, Abdoul Kabaou at (501) 371-6838.